

PHILIP MORRIS U. S. A.

INTER - OFFICE CORRESPONDENCE

Richmond, Virginia

To: D. E. Leyden

Date: January 16, 1990

From: P. F. Grantham

Subject: Operations Support - Projections for 1990

MATERIALS EVALUATION

Objective: To examine materials proposed for use in all PM USA facilities and render judgement as to their acceptability for the proposed use.

Operational Plans: Materials proposed for use will continue to be analyzed and given recommendations. Presentations on the Materials Evaluation Program will continue to be made upon request. Tours will continue to be made at all PM facilities once each year to monitor material usage. An audit program to reevaluate previously analyzed products will be instituted to insure that vendors do not change materials being supplied to PM. Continue to assist QA in the analysis of foreign matter. Complete an assessment of the Materials Evaluation Program and institute needed changes.

Resources in man-years: 2.5

Primary contact person: P. Grantham, C-205, Ex-2438

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CUSTOMER COMPLAINTS

Objective: To provide analytical assistance to QA on customer complaint problems and to support quality improvement programs identified through consumer response.

Operational Plans: Continue analytical examination as needed for customer complaints. Continue to work with Mr. Crichton's Operations team and QA to address the Taste/Odor/Stale concerns.

Resources: 1.0 person.

Primary Contacts: D. Ingraham, C-2, Ex-5600, J. Crichton, OC, Ex-2376.

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